



Retention Support Consultant

- Great team environment driven to make a difference
 - Enjoy the awesome salary package benefit, where you pay less tax!
 - Options to work flexibly
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Who we are...

CoAct is a national network of locally embedded community service providers working together to create social and economic opportunities for Australia's disadvantaged.

Our business model is one of complete collaboration between all our Service Partners who work together as a social franchise. The result is a vibrant and innovative network activating and delivering many vital services in regional, remote and metropolitan communities.

Who you will talk to...

Our clients have been long term job seekers who have recently secured a job through one of our Service Partners. For these job seekers, this is a job that will put them onto the road to economic stability.

And that's where you come in...

You'll make regular check in calls with each client, gain an understanding on how they are settling in to the role and assess any risk factors. You'll also gather evidence that supports their employment and offer government incentives to eligible employers.

Every call is different but in every call, you are explaining, motivating and coaching. You'll work to KPIs so you'll need to build quick rapport and find immediate solutions.

You'll be part of a team that is collaborative, passionate and driven to make a difference.

As an organisation, it's important to us to see you succeed. So we'll introduce you to the role through a comprehensive onboarding process and provide ongoing support and development to ensure you are great at what you do!

What you'll bring...

- You have call centre experience and have clearly demonstrated your high performance in this environment. But you're ready for calls that make a bigger difference to people's lives.
- You're empathic and great at building rapport but you can assess well and problem solve at speed.
- You're highly motivated and driven to achieve results. You're very comfortable with set KPIs and have a history in achieving them.



It's great working with us...

- We have high employee engagement and are proud of our culture that celebrates achievement
- We are purpose driven but we know how to have fun along the way
- A competitive remuneration package, including salary packaging
- We are dedicated to your development, have flexible work options and great employee initiatives

So this sounds exciting, here's the next steps...

Read through our detailed position description on the Careers page of our website

www.coact.org.au . Apply to recruitment@coact.org.au with your resume and cover letter. For a confidential discussion, call Janine Beck, HR on Ph. 02 8281 2426.

CoAct is committed to workplace diversity and equality. We strongly encourage applications from Aboriginal and Torres Strait Islander people.